

METHOD AND SYSTEM FOR PROVIDING SIX SIGMA CONSULTING SERVICES OVER A COMPUTER NETWORK

Abstract of the Disclosure

A system and method is provided for delivering Six Sigma consulting services over a computer network. The system and method of the present invention operates to comprehensively provide on-line, individualized, real-time training and mentoring sessions using a variety of communication modes. Users of the system review an on-line training schedule and request on-line training sessions with Six Sigma consultants based upon available time slots. The request additionally includes a modifiable listing of session attendees and a description of the subject matter of focus of the session. The request is automatically forwarded to the attention of the requested consultant redundantly by several discrete electronic means so as to ensure that the requested consultant is notified and that the scheduled session is actually performed as scheduled. The inventive system, upon receipt of the request, automatically establishes the necessary voice, data, video, and text communications methods required to conduct the session using any and/or all of these methods. Upon reaching the appointed session time, the system automatically charges a customer account for time and resources and enables participants to enter the session in any suitable manner, either by phone in, or log in. Once the session is ended, the system charges the customer accordingly and the customer is enabled to utilize the other features of the system to maximize the benefits of the session.

Figures